



# USA SERVICES

## **What is USA Services?**

One of President Bush's 24 E-Government Initiatives, USA Services helps citizens more easily access government information and services and at the same time assists other E-Gov Initiatives and Federal Agencies in responding to citizen inquiries. USA Services' is also helping agencies improve their citizen service by studying what citizens expect when they contact the government and developing government wide guidelines for how agencies should serve citizens.

## **How USA Services Helps Citizens**

***With USA Services, citizens can get information from federal agencies in both English and Spanish via the Internet, publications, telephone (1 800 FED INFO), and email.***

USA Services provides assistance to citizens and agencies through existing resources within GSA's Office of Citizen Services and Communications using multiple channels of communication such as:

### **On the Internet Using "FirstGov.gov" and email**

FirstGov.gov links to and searches millions of federal and state government pages and offers the public easy-to-understand information and services on a 24x7 basis. In FY05, USA Services responded to over 106,000 e-mail inquiries within a pledged two business days.

### **Through 1 (800) FED INFO**

With specially trained staff in the National Contact Center, USA Services answers questions on behalf of all Federal Agencies in both English and Spanish. During FY05, USA Services answered over 6 million telephone calls.

### **Via the Publications Center**

The Pueblo, Colorado distribution and storage facility manages projects ranging from specialized targeted mailings to large-scale orders from the public. During FY05, the center distributed hundreds of different publications, totaling approximately 8.2 million publications.

## **How USA Services Can Help Your Agency**

Through partnership agreements with other E-Gov Initiatives and agencies, USA Services provides a variety of services to help agencies respond to public inquiries:

**1) FirstContact** is the General Services Administration's innovative contract vehicle for multi-channel contact center services.

**2) Handling of Misdirects** involves no cost to your agency. Using 1 (800) FED INFO or an agency-specific e-mail box, USA Services answers or redirects telephone and e-mail inquiries that are not related to your agency's mission.

**3) The Citizen Service Levels Interagency Committee (CSLIC)**, with over 35 member agencies, is developing government-wide guidelines for how agencies should serve citizens.

**4) The Citizen Services Cost Calculator** is a software tool that estimates the expenditures required to establish and operate federal contact centers by outlining all the support costs involved.

**5) The Government Wide Assessment of Citizen Service Activities** will begin in May 2006. This follow-up to our August 2004 Budget Data Request will take a census of citizen service activities across the federal government.

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